

Department of Health Care Policy and Financing

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Breaking News

PEAK Website Upgrades Launched

The Department recently upgraded its online application for medical assistance programs available at Colorado.gov/PEAK. The application is now streamlined; questions that only pertain to applicants with disabilities or who may need long-term services are automatically skipped when not applicable. Also, current Medicaid clients can now order or print their insurance cards online. For more information read our press release here.

PEAK Application FAQs & Tips Available Online

Applicants and community partners can now find additional guidance on the PEAK application at Colorado.gov/Health. On the FAQ page, you can find answers to your general Medical Assistance application questions as well as questions and answers specific to the PEAK application. We encourage you to bookmark this page and check back often for updates.

Also, check out our <u>PEAK Application Tips</u>. This tip sheet can be found at <u>Colorado.gov/HCPF/ACAResources</u>.

ACA Resources

ACA Inbox for Stakeholder Questions

In an effort to streamline responses, ensure consistency and provide all stakeholders and consumers with timely information, the Department has developed a centralized inbox for health care reform related questions.

Questions regarding the implementation of the ACA should be directed to ACAImplementation@hcpf.state.co.us. All stakeholders should to direct their questions to this inbox.

Responses will be posted here:

Partners:

Colorado.gov/HCPF/ACAResources

General Public:

Colorado.gov/Health

As a reminder, all questions pertaining to client cases or personal circumstances should be directed to our Customer Contact Center representatives.

Toll Free: 1-800-221-3943 TDD: 1-800-659-2656

Customer.Service@hcpf.state.co.us

Hours of operation: Monday-Friday from 7:30 a.m. to 5:15 p.m. (excluding State

holidays)

Real Time Eligibility Fact Sheet Available

Working in conjunction with the PEAK Outreach Team, the Department has developed a fact sheet on PEAK real time eligibility. The fact sheet provides an overview of real time eligibility, outlines pathways to real time eligibility, provides contacts for where to get help and describes what applicants see after their application is submitted. You can access the fact sheet on Colorado.gov/HCPF/ACAResources. The Department has also created a tip sheet for consumers who do not receive a real time eligibility determination. Our new tip sheet outlines what consumers' next steps are and who they can contact. You can view it here.

ACA Resources for Health Care Providers

The Department's <u>ACA Resources for Health Care Providers page</u> is designed to provide health care providers key information about health care reform, the Medicaid expansion and the Connect for Health Colorado marketplace. The resource page will be updated as new information becomes available and additional resources are developed for health care providers. This is not a page regarding billing or provider services. That information is available in <u>Provider Bulletins</u>.

CICP Fact Sheet Available Online

The Department has developed a new fact sheet for the Colorado Indigent Care Program (CICP). The fact sheet discusses the impact of the ACA on CICP clients. Click here for the fact sheet or find it at Colorado.gov/HCPF/ACAResources. Click here for more information about CICP.

Improve Health Outcomes

Dental Benefits Collaborative

Minutes from the October 25th Benefits Collaborative meeting are now posted to the <u>Benefits Collaborative web page</u>. You may also listen to an audio recording of the meeting by dialing 1-888-203-1112 and entering replay code: 313369983.

This page contains links to minutes from the previous Orthodontic Benefits Collaborative meetings of 2012 and other forms, materials and handouts.

The Department is in the process of updating the Listening Log to include comments from the October 25th meeting and subsequent stakeholder communication received.

For more information, please contact Kimberley Smith.

Increase Enrollment

Application & Enrollment Metrics

The Department received 58,720 new applications for Medicaid and CHP+ from October 1-November 16, 2013. These new applications do not include redeterminations, and a single application can include multiple individuals. For the time period November 1-16, 2013, the PEAK website received an average of 3,802 hits per day and created a total of 12,116 new accounts. Click here for more information.

Update on Benefits for Newly Eligible Medicaid Clients

The benefits Medicaid expansion clients will receive beginning January 1, 2014, will be largely the same as the benefits current Medicaid clients receive. This includes the new dental benefit effective April 2014 and the enhanced mental health and substance use disorder benefit.

In accordance with federal law, Medicaid expansion clients will receive preventive and wellness services. The benefit package for all Medicaid clients, current and future, will be expanded to include these preventive and wellness services.

Medicaid expansion clients will also receive habilitative services, which are intended to help individuals maintain skills necessary for daily living.

The benefit package for the expansion population must be approved by the Centers for Medicare and Medicaid Services. The Department will continue to provide updates on the approval process.

For information click here.

Why Become a Medicaid Provider?

Public health insurance programs help more than 700,000 low income Coloradans. By participating in the Medicaid program, you will help ensure low income Coloradans have access to the health care they need.

Increasingly, public medical assistance programs are where families turn for health care needs when faced with unemployment and unaffordable COBRA payments. Enrolling as a Medicaid provider allows you to continue to serve your existing patients while they weather these tough economic times. You can be there for your patients now so they can continue to be a part of your practice in the future.

Primary care practices can receive additional incentives and assistance by networking with one of the seven Regional Care Collaborative Organizations as part of the state's Accountable Care Collaborative designed to provide medical homes and coordinated care for their Medicaid patients.

Colorado Medicaid processes claims faster than most private payers. Last year, Colorado Medicaid paid 87% of the more than 3.8 million claims per month in fewer than eight calendar days.

For more information, click here.

PEAK Training Opportunities

The PEAK Outreach team will be hosting additional training opportunities for community organizations and eligibly workers via webinar. For a complete list of training webinars visit the PEAK Outreach Training Calendar here.

Introduction to PEAK

December 4, 2013, 9:00 AM

Register in advance by clicking here.

New Application Walk-Through

December 9, 2013, 1:00 PM

Register in advance by clicking here.

Pre-recorded webinars can be viewed here:

- PEAK October Enhancements click here
- PEAK Account Creation & Password Reset Tutorial click here
- PEAK Inbox Training for Eligibility and Medical Assistance Sites click <u>here</u>
- Guide to Ordering and Printing Medical Cards Online click <u>here</u>

For additional instructions on playback, click here.

REMINDER: The next regular PEAK Support Call will take place on **Wednesday**, **December 4 at 12 noon**. County and community-based staff can connect with PEAK subject matter experts and hear updates on known issues and resolutions.

For more information, please contact: PeakOutreach@bouldercounty.org.

Medical Services Board

Public Rule Review Opportunities

Partners who are interested in a one-on-one discussion with Department staff about upcoming rules are invited to attend the Department's Public Rule Review Meeting. Information is available on the Public Rule Review Meetings web page. Reasonable accommodations for the meetings are provided upon request for persons with disabilities.

If you would like more information, or to be added to the Board email distribution list, please contact Judi Carey.

Employment Opportunities

Applying for state government jobs is easy. Applications are electronic, you will receive updates, and you do not need to answer any written questions until it is determined that you meet the minimum qualifications. Check out the website for State of Colorado jobs including the Department of Health Care Policy and Financing jobs.

The Department offers a competitive benefits package that includes the Public Employees' Retirement Account (PERA), a 401K or 457 retirement plan, health and dental insurance options, 10 holidays, and accrual of paid sick and vacation time.

The Department is a tobacco-free campus.

Enrollment

Enrollment numbers were unavailable at publication time. Look for updated enrollment figures in the December edition of At a Glance.

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